



FPI 2012 EXPO **EXHIBITORS SERVICE MANUAL**



SERVICE FORMS DEADLINE- 23rd May 2012
EXHIBITOR LISTING IN CONFERENCE BOOKLET D/L – 15TH APRIL
EXHIBITOR LOGO FOR WEBSITE D/L – 15TH APRIL

EXHIBITION GREENING POLICY:

- **Save Paper** – Do you really need to print this document?
- **Email ONLY the information required** – NOT the entire manual please!
- **Email to: deer@saconfex.co.za**

EXPO Dates:	20th – 21st June 2012
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Build up	18th – 19th June 2012
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Venue:	Exhibition 1 (Street Level), Maude Street, Sandton Convention Centre
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Disclaimer: The Exhibition Organiser is not responsible for the omission or error of any information contained within this Exhibitor Service Manual



Dear Exhibitor,

This manual has been presented in a 'user friendly' format to assist you in the planning of your successful participation!

The exhibition will, without doubt, add significant value to all the proceedings of the Conference. The products and services presented in the exhibition area offer an opportunity to various suppliers to discuss 'branded solutions' to those problems and issues addressed within the conference. You will continue to receive updated information and/or addendums to that which you have already received.

The vital part of your participation plan must be to maximize your 'networking' opportunities whilst creating an environment of 'Exhibition Excellence'. The judging of 'exhibition performance' will commence from the time the exhibition is officially open, and awards will be presented to those companies who have achieved an exhibition performance of 'excellence'. The Exhibition Excellence awards are sponsored and will be presented by SA Confex Services (SACS) at lunch in the exhibition hall on Thursday 21st June – Please be present on your stands.

The Service Manual is designed to assist in ensuring that the time you spend in your 'exhibition office' is as beneficial and enjoyable as possible. A SACS team will be based on site to assist with the organisation and co-ordination of Logistics.

Please **adhere to the deadlines** for the ordering of additional services. Should you require any assistance please call me at any time.

Have a great show "Changing Mindsets"

Dee Reuvers

Exhibition Organiser

SA Confex Services cc (Ck 2010/018708/23)

Cell: 082 5656 700

Email: deer@saconfex.co.za Website: www.fpi.co.za

Member: A C Reuvers: (Ck 2010/018708/23)

FPI EXPO – "*Changing Mindsets*"

20th – 21st June 2012

Sandton Convention Centre


Organiser: SA Confex Services – deer@saconfex.co.za

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EXHIBITION CONTACT DETAILS

 <p><u>EXHIBITION ORGANISER:</u> SA CONFEX SERVICES cc</p> <p>Contact: Dee Reuvers Exhibition Organiser SA Confex Services Email: deer@saconfex.co.za Cell Phone: 082 5656 700 Tel: 011 262 2735 Fax: 011 444 8866 Postal Address: P O Box 78058 Sandton 2146</p>	<p><u>Security:</u> Miktor, Contact: Chantal Tel: 011 508 0478 Email: Miktor@tiscali.co.za</p> <p><u>Official Shell Scheme Contractor:</u> Scan Display Tel: 011 447 4777 Fax: 011 327 3395 <u>Contact:</u> Trish van der Merwe Cell: 082 388 7474 Email: trish@scandisplay.co.za</p>
<p><u>Conference Organiser:</u> Contact: Felicity von Oettingen Lexis Nexis South Africa felicity.vonoettingen@lexisnexis.co.za Tel: 27 31 268 3283 Direct: 27 86 501 4083 Fax: 27 83 777 9430 Cell 083 777 9430</p>	<p><u>Venue: Sandton Convention Centre</u> Exhibition Address: Exhibition 1 (Street Level), Sandton Convention Centre, Maude Street, Sandton (Directional Map on page 7)</p>
<p><u>Financial Planning Institute</u> Website: www.fpi.co.za Tel: 086 1000 374</p>	<p><u>Porter/Onsite Logistics</u> Contact: Tyron Naidoo TST On-Site Management & Logistics cc Cell: 082 450 3480 E-Mail: tyron@tstonsite.co.za Fax: 0866389057 Tel Office: 072 5765 932</p>
<p><u>Tropical Plant Displayz</u> Eventscaping & plant hire for all events Contact: Amanda Wilsenach Tel: 011 466 8516 011 466 9462 Fax: 011 466 9465 Office Cell 082 464 5272 www.tropicalplantdisplayz.co.za amanda@tropicalplantdisplayz.co.za</p>	<p><u>ExpoScreens</u> Contact: Petra Thiele Tel: 011 646 77 50 Cell: 082 414 8451 Email: petra@exposcreens.co.za www.exposcreens.co.za</p>

ACCOUNTS (EXHIBITION ONLY)

Full and final payment for stand space contracted and any additional services is payable in advance of the build-up of the exhibition to **SA Confex Services** and its service providers. If you have any queries on the status of your account, please contact Dee Reuvers on cell 082 5656 700.

Email: deer@saconfex.co.za

Please note that Exhibitors will NOT be allowed access or receive exhibitor badges or tickets unless the Organisers have received full payment.

ACCOMMODATION PACKAGES

Special accommodation packages have been negotiated by the Conference Organiser: Lexis Nexis available on the FPI website www.fpi.co.za

ADDITIONAL SERVICES

Additional services may be ordered by completing the relevant form, (copied and pasted to the Exhibition Organiser: email deer@saconfex.co.za). The specific service required will be referenced by page number in the section listed hereunder.

ALCOHOL

The venue is a fully licensed venue and alcohol may not be brought onto the premises. A special permit is required for promotional and sponsorship alcohol and a corkage fee will apply. The venue requires advance notification of such requests and the decision to permit promotional or sponsorship beverages is at the discretion of venue management. Alcohol may only be served to people over the age of 18.

AUDIO VISUAL

Audio visual services add to the attraction by movement and or sound and may be ordered

RENTAL FOR AUDIO VISUAL AND IT PRODUCTS**AUD001 40"/42" PLASMA / LCD SCREEN,**

with floor stand, lycra draping where available, cables and setup-per day hire

R 1 860

AUD002 32" PLASMA / LCD SCREEN,

with floor stand, lycra draping, cables and setup – per day hire

R 1 200

Mandatory on all orders. 8% of rental value is added for theft insurance, which covers you for 50% of the replacement value. You may supply own cover. Terms & Conditions Apply. Does not include goods left unattended or stands left overnight without a security screen.

Sub total	R
Surcharge 20%	R
Sub total with surcharge	R
14% VAT	R
Total incl VAT	R

All prices exclude vat. Excl insurance

PLEASE NOTE: Subject to availability.

BANKING

There is an ATM available on the ground floor level on the right by the escalators. There are also ATM facilities in the neighbouring shopping malls i.e. Sandton Square & Sandton City.

BEHAVIOUR

The exhibiting company undertakes personal responsibility for the behaviour of any person(s) deemed to be staff, suppliers, sub-contractors and/or service providers in their employ whilst on the premises. The exhibiting company also undertakes to ensure that no unacceptable behaviour by any such person, including excessive consumption of alcohol, playing of loud music, use of abusive language or lack of respect for the building, its infrastructure and personnel, occurs whilst on the venue premises.

CARE OF BUILDINGS

Painting, nailing or drilling of floors, walls, ceilings or any other part of the building is not permitted. Exhibitors laying any floor covering must use an adhesive that will not damage the floor and is easily removed. No signs or other articles are to be fastened to ceilings, walls, pipes or electrical fixtures. The floor is polished concrete. Any floor covering tape not removed by the exhibitor will be subject to a removal charge.

CARPETING

Carpeting is provided in a standard charcoal grey for all exhibition stands. Please note that exhibitors will be charged for any damages to the carpeting on their stand/s at a rate of R100 per carpet square.

CATERING

As stated in the Fact Sheet SA Confex Services will provide Vouchers to be collected at the Organisers Office at Build Up and distributed to relevant staff. These vouchers must be handed to the Organiser each day who will then provide the relevant accreditation for name badge on the day required.

- 2 x Food Vouchers (per 9m²) per day PLUS 1 Voucher for the Evening Event (Value R1802)
- 1 x Food Voucher (per 3m² or smaller) per day PLUS 1 Voucher for the Evening Event (Value R1086)
- It is essential that each stand is staffed by at least 1 person at the EVENING EVENT on 20th June at 18.00
- A surcharge of R270 p/meal is applicable for any **HALAAL or KOSHER** meals ordered

Note:

- Vouchers may NOT be exchanged for cash or credited to Exhibitors account. If they are not used they are a waste to SA Confex Services !
- Any additional lunches and beverages required are to be ordered via email by no later than 23rd May 2012.
- CATERING for Build Up Days are for the Exhibitors Account. Snacks and Beverages will be made available for purchase onsite

CHILDREN

Please refrain from bringing children under the age of 12 years of age into the hall during build-up, break-down. No persons under the age of 18 are permitted into the exhibition area during shows and/or when alcohol is served at the evening event.

CLEANING

General cleaning has been arranged by the Organisers and will be carried out on a daily basis free of charge. The cleaning contractor will only be responsible for a clean up of the entire exhibition area after build up and thereafter the general cleaning of the venue and passages, and not cleaning of exhibition stands. Exhibitors will be responsible for the cleaning of their own stands. Should an exhibitors want to book cleaners at their own expense please contact the Exhibition Organiser.

CONFERENCE PROGRAMME

The final Conference Programme will be uploaded to www.fpi.co.za

COOKING & SAMPLING

Any requirement for cooking at a stand must be communicated by no later than 23rd May in writing to the organisers, giving all the relevant details. The following should be noted:

- Cooking, product demonstrations and sampling will only be permitted where prior approval has been granted in writing by the organisers and venue management.
- Solid food portions should be no larger than “bite size” portions – 85g of food on toothpick
- Beverage tasting must be in “tasting cups” – 20ml of beverage
- Bottles will be subject to a negotiated corkage fee.
- Should samplers interfere with the normal traffic of neighbouring exhibition stands, the organisers will have no alternative but to request that the sampling be stopped.
- The exhibitor is to supply large plastic rubbish bins including a supply of clear plastic bags.

DEADLINE FOR SERVICE FORMS

Service Forms Deadline- **23rd May 2012**

Exhibitor Listing in Conference Booklet – **15th April**

Exhibitor Logo for Website – **15th April**

DELIVERIES

All drivers will be directed by traffic marshals upon arrival on site. Space is extremely limited so all vehicles must be removed from site immediately after offloading. Do not leave your stand or any stock unattended during build-up or breakdown.

All deliveries unaccompanied by the exhibitor should be directed to the Exhibition Organisers office marked for attention of Dee Reuvers. The Organisers will not be held responsible for any loss or damaged goods delivered.

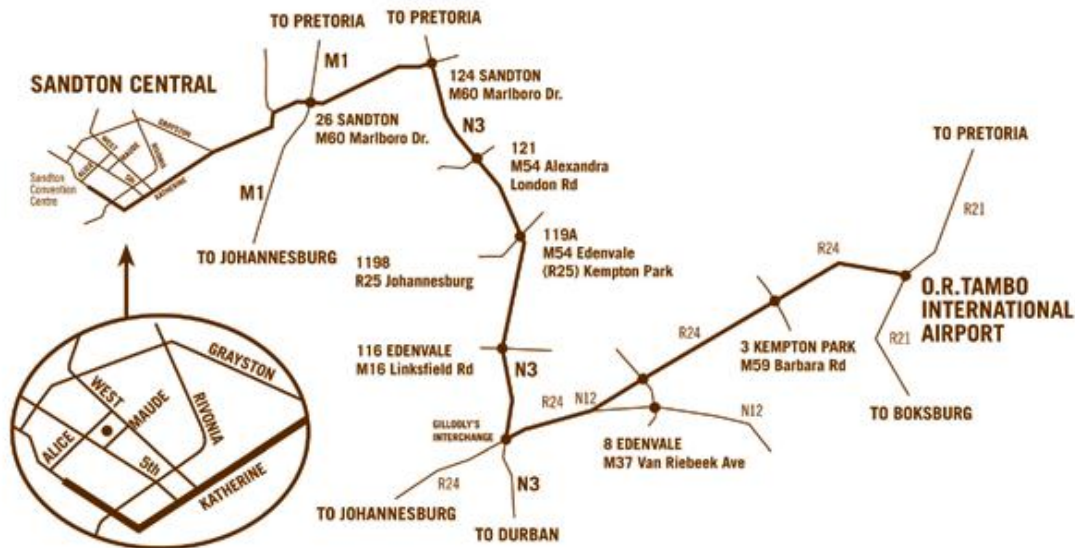
Deliveries for Exhibition 1 are to use the Maude Street entrance

DISABLED FACILITIES

Facilities for disabled people meet international requirements. Disabled parking facilities are available in the demarcated area in the Convention Parking underground.

DIRECTIONS TO SANDTON CONVENTION CENTRE

Should you require any directions to Sandton Convention Centre please contact the centre at 011 7790 000 or visit www.saconvention.co.za



DOGS

No dogs will be allowed into the Sandton Convention Centre at any time.

DRESS CODE

Business Attire is encouraged. Exhibition 1 is air-conditioned and is subject to temperature variation.

ELECTRICAL

The Organiser will provide the necessary lighting within the Hall and contracted packages. Additional lighting and other electrical installations required by the Exhibitor must be connected by the appointed electrical contractor, details of whom may be obtained from the Organisers. Additional electrical requirements may be ordered HEREUNDER

ELECTRICAL FLOOR PLAN

Please complete company details in full on every form used.

Company name:	Contact person:
Postal address:	Postal code:
Email:	Tel: Fax:
Cell no:	Company VAT no:
Stand no:	
Signature:	Date:

Please sketch below a floor plan of your stand showing the position of any additional lighting and plug points ordered from Form C and email to deer@saconfex.co.za

Each standard package booth is provided with one plug point and two 150 watt square halogen spotlights.

If the electrical floor plans are not submitted in advance, resulting in electrical fittings having to be moved during build up, a surcharge of 50 percent of the hire price of each fitting moved will be levied.

EACH SQUARE = 500mm

SYMBOLS: Long arm spotlight O

Plug point X

ELECTRICAL SERVICES

Please complete company details in full on every form used.

Company name:	Contact person:
Postal address:	Postal code:
Email:	Tel: Fax:
Cell no:	Company VAT no:
Stand no:	
Signature:	Date:

DESCRIPTION	PRICE	NO. REQUIRED	TOTAL
DB Single phase 32A + 3 x 15AMP single phase 240V outlet	R1280		
DB connection 63A 3 phase	R2750		
Spotlight (incl. fitting and wiring)	R288		
TOTAL			
14% VAT			
TOTAL INCL VAT			

CONDITIONS OF HIRE

- All electrical equipment is only for hire for the duration of the exhibition.
- No goods will be delivered unless payment is received before the event.
- If you have only taken floor space, please order a distribution board IF YOU WANT POWER AND/OR LIGHTING
- Please provide a drawing of your stand showing plug point

ENTRY TO THE SHOW

Show management reserves the right to refuse admission to any visitor, exhibitor, or exhibitor's employee who, in the opinion of the Exhibition and Conference Management is unfit, intoxicated or in any way creating a disruption to the show.

EXHIBITION OPENING AND CLOSING TIMES & EVENING EVENT

Date	Opening Time	Closing	Evening Event in Expo
18 th June Build Up	7.00	19.00	
19 th June Build Up	7.00	19.00	
20 th June	7.00		18.00 – 18.30 Nik Rabinowitz (Comedian)
			18.30 -18.45 Announcement of 2012 Financial Planner of the Year
			18.45 – 21.00 Cocktails, networking and music
21 st June	7.00	15.00	
21st June			Break down 15.00 – 22.00

EXHIBITION EXCELLENCE AWARD CRITERIA

- *We believe that it is our responsibility to improve and maintain an acceptable quality standard of Exhibitor performance at all the shows we organise. This focuses on a package of 'Performance' components at the Exhibition and this also includes 'Design' that concentrates on the 'attracting attention criteria'.*
- ***We do this not only to create some excitement for our exhibitors but also to establish high exhibition standards at the exhibitions that we Organise, NichePro sponsors and awards these 'Exhibition Excellence Awards' that give recognition to those companies who have adhered to standard Exhibition Planning Criteria in terms of Gold, Silver and Bronze achievements, and who have recognised the importance of including Exhibiting as an integral Promotional Component, in their annual plans.***
- ***The identity of any assisting judges remains anonymous and their contributions towards the selection of award winners may not be challenged.***
- ***A minimum standard is required to qualify as a candidate i.e. Exhibition stand built on time, staffed during network times with delegates and dismantled no earlier than the stipulated time.***
- ***The stand construction and dressing should be completed at the time of exhibition opening.***

Clarification on any of the above Exhibition Excellence Awards Criteria may be discussed directly with Dee Reuvers, SA Confex Services on Cell: 082 565 6700.

CRITERIA: (Design and People Performance essential)

1. Support level given to the industry body – Sponsorship Packages that integrate conference and exhibition exposure
2. Attention Getting Devices:
(Movement, signage, Colour, audio or and visual displays, or / and any innovative method used for attracting attention).
3. Presentation Techniques:
4. Attitude of Stand Representatives towards delegates
5. Knowledge of Service Ability and Product Packages
6. Awareness of Exhibition Objectives:
7. Information Capturing System for "Follow Up" after the Exhibition:

EXHIBITOR LISTING:**(COPY AND PASTE/ATTACH THIS SECTION INTO AN EMAIL RESPONSE PLEASE) *******

- **An Exhibitor Listing in the Conference Programme Booklet** will be produced and requires accurate details of all exhibiting companies, contact details and a description of the core business function
- To ensure that your company details are included, please provide your information below:

Company Name: _____

Contact Person: _____

Tel: _____ Email: _____

Description of primary business function **(not more than 30 words)**

PLEASE TYPE (**No hand written entry permitted**) and email the description to:deer@saconfex.co.za**PLEASE KEEP A COPY FOR YOUR RECORDS****Deadline: 14th April 2012****SEND LOGO (tif / jpeg / pdf formats) FOR UPLOADING TO WEBSITE BY 23RD APRIL**Please copy/paste forms to the Organiser by email deer@saconfex.co.za

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**EXHIBITOR NAME BADGES (2 per stand only- thereafter R50 per badge)
(COPY AND PASTE/ATTACH THIS SECTION INTO AN EMAIL RESPONSE PLEASE *****)**

Please fill in the names of persons who will be staffing your stand. These badges will be issued and included in an 'Exhibitor Package' once you arrive on build-up day. Please note that only your company name will appear on the badge. Staff names are ONLY required for security purposes.

No access will be given to the exhibition area without an Exhibitor or Delegate Badge. Exhibitor Badges will be issued on site, by the Exhibition Organiser and Conference Delegates Only are required to register directly with the Conference Organiser (Lexis Nexis)

ALL EXHIBITION STAFFING PERSONNEL ARE REQUIRED TO WEAR THEIR EXHIBITOR BADGES WHILE ON STAND DUTY (IRRESPECTIVE OF WHETHER THEY ARE DELEGATES OR NOT)

First Name	Last Name	Cell No

(Please type) (2 Badges issued per stand, thereafter R75 per badge and R75 for a badge that has been lost)

EXHIBITOR 'SHIFT' SCHEDULE

First Name	Last Name	Cell No	Shift Time Slot/s

PLEASE KEEP A COPY FOR YOUR RECORDS Deadline: 23rd May 2012

Company: _____ Stand no: _____ Signature: _____ Date: _____
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Please COPY AND PASTE/ATTACH these forms to
SA Confex Services Email: deer@saconfex.co.za

EXPOSCREENS (See Safety & Security page 21 and Contact details page 4)**FIREARMS**

The venue is a strictly weapon-free venue and the use of any weapon is not permitted. Exhibitors intending on displaying firearms or weapons, must apply to the Firearm Licensing Department to obtain a license. No personal firearms may be carried in the venue during the show period.

FLOORPLAN

The final floorplan will be included on the FPI website, included within the Conference Booklet (As at time of printing) and sent to each exhibitor in a final **Communiqué** from SA Confex Services.

FURNITURE

In order to maintain the design language throughout the exhibition, a small selection of furniture that has been approved and may be hired from the list provided on the relevant order forms. The hire charge must be settled in full before the build-up commences.

FURNITURE 1

Please complete company details in full on every form used.

Prices are for show duration. All stock is subject to availability

Company name:	Contact person:
Postal address:	Postal code:
Email:	Tel: Fax:
Cell no:	Company VAT no:
Stand no:	
Signature:	Date:

Code	Description		Price	Qty	Total
DB1	Waste bins		R60		
OCR003	Lockable credenza (light oak or dark wood)	740mm(h)x904mm(w) x 460mm(diam)	R1254		
TA6	Wooden coffee table	600mm(h) x (w) x 450mm(diam)	R530		
TCO015	Glass coffee table		R690		
SO1	Single couch	Black	R803		
SO2	Double couch	Black	R1540		
SO4	Triple couch	Black	R1760		
LOP001/2	Cuba lounge(SGL)	Black or Off White	R1496		
LOP003/4	Cuba lounge (DBL)	Black or Off White	R1937		
LOP005	Komodo (SGL)	Red & Black or Blue & Black	R1535		
LOP007/9	Komodo couch (DBL)	Red & Black or Blue & Black	R1908		
LOP052	Nevis (SGL) suede	Blue & Black or Ebony	R1598		
LOP054	Nevis (DBL) suede	Blue & Black or Ebony	R1909		
SO3	Large square ottoman	600mm(h)/or (w)	R946		

FURNITURE 2

Please complete company details in full on every form used.

Company name:	Contact person:
Postal address:	Postal code:
Email:	Tel: Fax:
Cell no:	Company VAT no:
Stand no:	
Signature:	Date:

Prices are for show duration. All stock is subject to availability.

SO5	Small square ottoman	400mm(h) x 400mm(w)	R347		
TA1	Round glass table	750mm(diam) x 450mm(h)	R754		
TA2	Chrome café table	800mm (diam) x 730mm(h)	R754		
TA5	High chrome bar table	600mm (diam) x 1082mm(h)	R754		
CH3	Gogo chair		R336		
CH4	Olivia chair		R336		
CH12	Parma café chair		R336		
CH5	Parma bar stool		R336		
CH7	VooVoo bar stool		R336		
CH8	Robbie bar stool		R336		
L12	Pocket Fanfare	Brochure Holder	R1359		
L13	Enara	Brochure Holder	R985		

FURNITURE 3

Code	Description		Price	Qty	Total
L17	Zedup		R842		
L18	Zedup Clear		R842		
L19	Stacker		R842		
GC01	Tall glass showcase	1m x 2m	R2530		
GC02	Tall glass showcase with storage cupboard	1m x 2m	R2530		
GC03	Low glass showcase with storage cupboard	1m x 1m	R2024		
GC04	Low glass showcase	1m x 1m	R2024		
GC05	Tall narrow glass showcase	500mm x 2m	R2024		
GC06	Tall narrow glass showcase with storage cupboard	500mm x 2m	R2024		
GC07	Blade glass showcase	2m x 1m	R2530		

Code	Description		Price	Qty	Total
UK6	Double Metro counter with melamine top	Curved/straight 2m x 1m (black or white)	R3218		
UK2	Single Metro counter with melamine top	Curved/straight 1m x 1m (black or white)	R1689		
Rolla	Black rolla banner incl.PVC graphic & bag	850mm x 2100mm	R1980		
VAT				TOTAL	
				14%	
				TOTAL INCL	

						
DB1	OCR003	TA6	TCO015	SO1	SO2	SO4
						
LOP001/2	LOP003/4	LOP005	LOP007/9	LOP052	LOP054	SO3
						
SO5	TA1	TA2	TA5	CH3	CH4	L15
						
CH12	CH5	CH7	CH8	L12	L13	L17
						
L18	L19	GC01	GC02	GC03	GC04	GC05
						
GC06	GC07	UK6	UK2	Rolla		

INSURANCE

The Organisers whilst taking every reasonable precaution will not take any responsibility for any loss or damage which may befall the person or the property of the Exhibitors, their contractors or visitors, from any cause whatsoever. Exhibitors are responsible for their own insurance cover and it is recommended that they have cover in respect of:

- (a) Exhibits and stand contents, whilst in transit, for the duration of set up and breakdown, as well as for the duration of the exhibition
- (b) Any expenses incurred due to the abandonment or postponement of the show

We suggest that you contact your Insurance Co / Broker and advise them of any temporary additional cover you may require for your possessions at the exhibition.

- It is recommended that insurance cover be taken for the duration of the exhibition to include transport to and from the exhibition venue.
- The period of liability of the exhibitor shall be deemed to run from the time the exhibitor or any of their agents or contractors first enter the exhibition hall and to continue until all exhibits and property have been removed.
- The organiser carries public liability for visitors, but is not responsible for the insurance of exhibits or display material on stands.
- Exhibitors are strongly advised to pack and remove from the exhibition hall all portable, appealing and valuable items at the end of each day when the exhibition closes, as this is the
- time that there is the greatest risk of loss and theft. Items such as cell phones, laptops, TV's, DVD's and video machines must not be left unattended at any time.
- Exhibitors shall be responsible for making good any loss or damage to any items that they have rented or hired from the exclusive outsourced contractors.

LOGISTICS ON-SITE /PORTER SERVICE

At no additional cost, the Official Onsite Logistics Company (TST Onsite) will assist you with on and off loading of exhibition materials. This does not include freight forwarding of any goods to and from the Convention Centre which would then require direct negotiation with TST (Contact details on page 4) Please use the off loading entrance on Maude Street and follow the signs.

All equipment loading must be done via the loading bays and entrances in Maude Street alongside the entrance to the Sandton Convention Centre.

- Exhibitors may not store freight and / or equipment in any public area, service area or in the loading bay area.
- The exhibitor must remove all packing containers, wrapping materials and empty cartons in the loading bay area or the organiser will dispose them of.

LOST PROPERTY

During the exhibition, any lost / found / or stolen property should be reported to the Head of Security, who will be contactable through the on-site Organisers Office.

MARKETING & EXHIBITION PRESENTATION TIPS

- Create a theme and core objective and design your presentation accordingly
- Promote your participation and send notification to all present and prospective clients timeously
- Send a press statement to the media and provide a copy to the Organisers for insert into the Media Kits at the show
- Brief all staff and ensure that all share in the purpose and 'buy in'
- Arrange to have your stand and participation photographed by the official exhibition photographer on site and have this uploaded to your website and save for record purposes
- Capture prospective customer and media contacts made each day and delegate the responsibility for 'follow up' immediately after the show

Product display and sampling

Although product demonstration is encouraged this must be located so that crowds will comfortably be contained within the confines of an exhibitor's space and not block the aisles. Sound levels, glaring or flashing lights or other distracting demonstrations are subject to organiser approval. We will ask you to turn down or turn off any sound system that is hindering your neighbour's ability to conduct business. Sampling outside of the contracted exhibition space will not be permitted.

Distribution of promotional material

Distribution of promotional material such as printed leaflets, cards, adverts, circulars, product samples or any other articles may only be distributed by contracted exhibitors and pertaining to their own products/services, on exhibition stands. No other area may be used for distribution of promotional material; this includes the registration area, common aisles, conference rooms and every area other than your stand.

MEDICAL STANDBY

Paramedics and emergency services will be available for the FPI Convention at SCC

NAMEBOARDS

Nameboard Fascias will be provided for those Exhibitors who have ordered relevant Packages that include this facility. The correct name (not exceeding 26 letters) is to be provided on the form herein and submitted adhering to the services deadline. Space Option contracts are to provide their own signage and branding. Only aisle and directional signage will be provided by the Organisers.

NOISE

Although sound is a sensory attraction and is encouraged it is requested that this be kept to a minimum and socially acceptable level to allow for effective delegate and exhibition interaction. Please note that audio-visual equipment, amplifiers or live music may not be used without the written approval of the organisers. Audio-visual presentations / demonstrations must not exceed the 'reasonable volume' or cause aisles to be obstructed.

NON SMOKING POLICY

Smoking (of any substance) is prohibited at all times in all areas within the Sandton Convention Centre including exhibition halls, lobbies, food services areas, public and service corridors and restrooms. Smokers may make use of the following designated smoking areas:

- Outside the main entrance, Maude Street
- Off-loading area, Maude Street and Alice Lane
- Boardroom Terrace, Convention Level and Terrace Room Terrace, Convention Level
- Committee Room Terrace, Committee Room Level as well as the Balcony, Convention Level

OCCUPATION OF STAND

Occupation of your stand will not be permitted unless the full contract value and additional services ordered has been paid to SA Confex Services and the relevant additional service provider. Please ensure that proof of payment is provided by email to deer@saconfex.co.za or contact Dee on 082 5656 700

PARKING FACILITIES AND VOUCHERS

Exhibitors are responsible for their own parking arrangements. There is underground parking available beneath the SCC (entrance next to Game in Alice Lane), and in Sandton Square and Sandton City Shopping Malls. Limited Parking vouchers are available from the Organiser. Only 2 Parking vouchers are allocated per 9m² stand per day (as stated in the Fact Sheet and Contracted Package). Additional parking tickets are available at R35 per day.

PHOTOGRAPHS

The Official Exhibition Photographer will be on site and exhibiting to attend to any specific requirement you may have regarding your stand photography which will be for your own account. However a range of general photos will be taken during the course of the exhibition for record and publicity purposes.

PLANT HIRE & DÉCOR

Add some green to your presentation. Brochure Information and price list to hire available on request – contact details on Page 4



POWER FAILURE PROCEDURE

In the event of a power failure, Sandton Convention Centre has a generator on site.

PUBLIC ADDRESS SYSTEM

The official PA system will be used to pass messages to Exhibitors and contractors only, during build-up and breakdown. During the exhibition, it will be used only at the discretion of the Organisers and in emergencies. Use of the PA system is NOT allowed without the permission of the Organisers.

SAFETY & SECURITY

The Official Security Company appointed is responsible for the safety & security of the Exhibition Hall Perimeter, Entrance and exit areas, during build up, break down and running of the exhibition. The exhibition area will be secured at night.

- Please make sure that you and your staff, who assist you in build-up or break-down, carry their 'passes'. This way the security official on duty can identify the people carrying goods in or out.
- Don't use people from the street to assist you in carrying goods into the exhibition halls, there is a contractor on site that does the porter service and they are clearly identifiable at no additional cost.
- Please do not leave bags, cellular phones, briefcases, video recorders, projectors, and personal items unattended. Security of your personal property is your own responsibility.
- For any queries with regard to security or for additional requirements contact Dee at deer@saconfex.co.za

Most thefts occur during the build-up and breakdown process, especially the first ½ hour after the show closes. Taking these precautions will help prevent loss from your exhibition stand.

- After setting up your exhibit and at the end of show each night, cover your materials with a sheet or some type of cover
- Do not leave valuable items unattended on your stand such as cell phones, handbags, laptops etc.
- Hire specific stand security measures (EXPOSCREENS and/or security guard) to safeguard your exhibit and materials.
- At the close of the show, pack your valuable items first and do not leave them unattended.
- Do not indicate the contents of your boxes i.e. computer, laptop, etc.
- Make sure all arrangements to have your stand and equipment removed have been made.

The security provided by the organisers is general hall security and not individual stand security. Whilst every reasonable precaution is taken to ensure the safety and security of personnel and equipment and the premises are patrolled day and night, we cannot accept any responsibility whatsoever for any injury, loss or damage or any consequential losses which may befall your personnel and their property. Please ensure that any incident involving the loss of property is reported to the security office. Failure to do so could result in insurance companies refusing to meet claims.

We recommend that all valuables, particularly of a portable nature, are not left unattended on your stand. This is particularly relevant on the closing evening and throughout the breakdown period. Removal of stock and goods during show hours will require a Goods Removal Form, which is obtainable from the Organisers Office. The form must be completed by one of the organisers and a copy must be given to the security representative when leaving the premises. Exhibitors wishing to arrange additional stand security for their stand during the exhibition must send a request to the Organisers in writing (email).

EXPOSCREENS

Peace of mind screens that secure your stand in a few minutes and only you and the supplier have lock/unlock access. (See page 4 for Contact Details)

Secured by a **unique patent-lock** – winner of the SABS Design Excellence Award. **Fully removable within a minute – the expo stand remains uncluttered** and wide open during expo hours, no fittings or attachments stay behind **Quick and Easy** – late orders and stand-layout changes are serviced within minutes. Even more secure when combined with the optional **electronic intruder alarm**.

EVACUATION PROCEDURES IN THE CASE OF AN EMERGENCY

On hearing the Fire Alarm, receiving notification of a fire, or when a fire in your area threatens the lives of staff or guests, the following evacuation will take place:

- Immediately stop all actions and operations in your area
- Assign senior staff to act as marshals at each exit from the area
- Inform guests to exit the area through the indicated routes, and to follow the marshals to the designated assembly point
- Marshals are to lead the guests via the shortest route to the outside of the building and to the designated assembly point
- Marshals and guests are to wait at the assembly point
- The manager / supervisor is to remain in the area, until all guests and staff have evacuated the area
- The manager / supervisor must inspect the area to ensure that there are no guests or staff remaining in the area, only security personnel may remain in the area
- The last person to leave the area should close all doors and windows in the area, and proceed along the shortest, safe route, to the outside of the building and to the designated assembly point
- Take roll call of your staff, and ensure that all staff on duty at the time of the alarm, are safe and accounted for. If there are any people not accounted for, report this to the senior official at your assembly point
- Keep all staff and guests near you calm and orderly until further instructions are obtained from the emergency control room.
- Do not allow any person to enter the area once the fire alarm has been sounded, until the building is cleared for re-entry.
- In the event of an emergency situation that warrants evacuation of all occupants, the alarm will sound, followed by confirmation of the emergency which will be announced on a public address system.
- All occupants and patrons must immediately gather their personal belongings and in an orderly fashion proceed towards one of the emergency exits.
- Emergency exits will be clearly demarcated.
- Security staff stationed at various points will assist the elderly and handicapped members to exit the building in a safe manner.
- Assembly points have been established for each exhibition hall.
- Staff members of Sandton Convention Centre will guide occupants to these safe areas.
- Evacuees must avoid gathering in front of main entrances, as they are the main access points for emergency vehicles.
- Trained paramedics are on stand by during the exhibition, and will attend to individuals in need of medical treatment.
- First aid facilities have also been provided and can be made use of at all times.
- Staff members will assist emergency personnel in the performance of their duties and will ensure that no member of public re-enters the building until it has been declared safe to do so, by the emergency co-ordinator.

SAFETY REQUIREMENTS

- Drapes, hangings, tapestries and other decorative materials must be fire retardant if they constitute a significant part of the décor, or if they provide a continuous path for fire travel.
 - Provisions are to be made for the proper storage of packing materials needed for transporting displays and surplus quantities of literature.
 - **Vehicles** containing large amounts of fuel should not be parked in or close to the venue. Arrangements for the display of motor vehicles should be made with the organisers prior to the event. Special conditions apply:
 - The vehicle may not be filled with more than a ¼ tank of fuel.
 - If possible, the battery must be disconnected for the duration of the exhibition.
 - A drip tray must be provided and placed underneath the motor vehicle for any oil leaks.
 - A fire extinguisher must also be positioned on the stand.
 - Vehicles may not be started, run or moved during event hours.
 - **Hanging Banners:**
No material, equipment, displays, lights and so on may be hung from the exhibition building structure unless permission is obtained from the Organisers. Loads are restricted to the safe working load of the specific point – The Organisers to give final approval before the exhibition.
- Storage**
 There is limited storage area available, please include your requirements into your stand/lockable cupboards.

SHELL SCHEME

The organisers make use of a modern shell scheme system built to European specifications. Shell scheme is not included on the FLOOR SPACE ONLY stands. The following important information relates to its use:

Height of walls:	2.4m
Width per panel:	980mm (964mm visible)
Configuration:	Back wall with two sidewalls, open front with fascia EXCEPT corner stands that have one back wall and one sidewall with two open sides with fascia cover. All walls are made up of 1m panels. Only 1 fascia is printed on a 3m ² and 6m ² stand and only one company name per fascia is permitted. 9m ² & 12m ² stands that are corner stands will have two fascias.
Colour:	Panels are white. Poles and supports are aluminium.
	Coloured panels can be ordered at an additional rate per panel.
Usage:	NO PAINTING of panels is allowed. Double sided tape, prestik or Velcro can be used to affix lightweight items. Heavier items can be hung from the top support with nylon. Queries with regard to usage should be routed to the organiser.
Damage:	Damaged panels will be invoiced at a cost of R1 000.00 (excl vat) per panel.

SIEMENS LINE APPLICATION

- The telephone system at the SCC is digital. If you require a telephone, please order a digital line. A telephone line will only enable you to make telephone calls.
- If you wish to make use of a fax machine, a modem or a speed point machine, please order an analogue line, not a telephone line.
- When placing an order for a telephone, fax or modem service, both the line and equipment (if required in the case of fax and modem) must be ordered.
- The number to dial for an outside line at the SCC is 7, not 0.
- If you are providing your own modem, fax or speed point machines, please ensure that they are programmed to dial 7.
- If you are providing your own PC and wish to make use of a dial-up function, please ensure that you have a modem card for analogue dialup or an ISDN card for ISDN dialup. If you wish to make use of a LAN connection, please ensure that you have a network card.
- There are three options available at the SCC for internet access i.e. a) dial-up via analogue or ISDN; b) LAN connection to the existing network and c) ADSL line.
- There is a cost associated with the set-up and breakdown of each service requested as well as for after-hours callouts.
- Siemens Business Services is the sole supplier of telecommunications requirements at the SCC.
- Orders for telecommunication equipment and services must be confirmed with and paid to Siemens Business Services. Payment must be done in full to secure your order. Payment details will be supplied with the quote.

VENUE RESTRICTIONS

Height

Designer stands may be constructed to a maximum of 6 metres only (Ensure that the back of the stand has a finish that looks good if the stand alongside is lower in height).

Weight

Maximum loading of 500kg per m²

Certificate of Compliance

Ensure that your Contractor produces a COC, handed to the Organiser before commencement of build up. Stand designs should be sent to the Organiser as soon as they have been approved and that the actual structure complies with the drawing and design.

Please ensure that all waste during build up is moved off your stand frequently and that the aisles around you do not obstruct movement past your stand. All construction to be completed and waste removed no later than the end of build up.

Ensure that highly flammable materials are 'fire retardant'!

WE WISH YOU A SUCCESSFUL EXHIBIT AT FPI 2012 EXPO!

DEE REUVERS

Exhibition Organiser

SA CONFEX SERVICES

Cell: 082 5656 700

deer@saconfex.co.za

www.fpi.co.za